

**1BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
OF SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED
TIRUPATI**

This the 31st day of December 2012

C.G.No:150/2012-13/ Tirupati Circle

Present

***Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri K. Rajendra Reddy***

***Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)***

Between

Sri. P.Veeraghavaiah
C/o Pedda Subbaiah
DNo:16-47B., Chintha Reddy Palli HW
SS Konda Post., GD.Nellore Mandal,
Chittoor-Dist-517421

Complainants

And

1. Additional Assistant Engineer/Operation/Avalakonda
2. Assistant Divisional Engineer/Operation/Rurals-II/Tirupati
3. Divisional Engineer/Operation/Chittoor

Respondents

Sri. P.Veeraghavaiah, C/o Pedda Subbaiah resident of DNo:16-47B., Chintha Reddy Palli HW SS Konda Post., GD.Nellore Mandal, Chittoor-Dist-517421 herein called the complainant, in his complaint dt:22-8-2012 filed in the Forum on dt:22-8-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer with SCNo: 400 at Chinthareddypalle Harizanawada of GD.Nellore Mandal in Chittoor-Dist.
2. The LT line cable for a length of one span supplying to his service above was stolen away by some unknown miscreants.

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3. He informed the matter to the DE and AE about three months back, but the problem is not solved so far.
4. Requested for providing of the cable and restore normalcy.

Notices were served upon the respondents duly enclosing a copy of complaint.

None of the respondents answered the grievance of the complainant though there is a lapse of about 5 months.

Findings of the Forum:

1. The grievance of the complainant is that the AB cable measuring to a length of one span feeding his agl. service was under gone theft and requires replacement.
2. He had already represented the matter to the respondents as stated by him, but he did not produce any evidence to that effect.
3. The inaction of the respondents in providing the necessary cable to the complainants and also in giving reply to the Forum constitutes the acceptance of the said fact mentioned by the complainant and hence are supposed to resolve the same within reasonable time.
4. In accordance with the Guaranteed Standards of Performance, failure in over head lines/cable is to be rectified within 24 hrs in rural areas.
5. Here in this case the respondents should have taken action atleast upon information from the complainant at the time of occurrence of the theft or by the complaint given in the Forum on 22-8-2012 in the presence of respondents, but it appears that the respondents did not take any action so far for which they are liable to compensate the complainant @ Rs.50/- from the date of complaint till to date.

6. The delay in this case is shall be counted from 23-8-2012 to 31-12-2012 is 130 days delay and the amount of compensation is Rs.6500/-.

In view of the above, the Forum passed the following order.

ORDER

The respondents are directed that they shall

1. Restore supply to the complainant duly laying the required cable within 15 days from the date of this order.
2. Remit the amount of compensation Rs.6500/- to the complainants service within 15 days from the date of this order.
3. Report compliance on the items 1 and 2 above of the order within 21 days from the date of this order.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 31st day of December 2012.

Sd/-	Sd/-	Sd/-	Sd/-
Member (Legal)	Member (C.A)	Member (Accounts)	Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents

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Copy submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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